AVAYA

BCM Rls 6.0

WLAN IP Telephony Handset Users Guide

Task Based Guide

Downloading documents
For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Table of Contents

WLAN IP Telephony Handset Users Guide

Overview

The WLAN IP Telephony Handsets use VoIP technology on IEEE 802.11-compliant Wireless LAN. Access Points (APs) use radio frequencies to transmit signals to and from the WLAN handsets.

The WLAN IP Telephony handsets can be used to make and receive calls as the user moves throughout the building. The WLAN handsets are used only on the premises; they are not cellular phones. Just like wired telephones, the WLAN handsets receive calls directly, receive transferred calls, transfer calls to other extensions, and make outside and long-distance calls. The DN of the WLAN handset is obtained directly from the BCM system. Therefore IP Terminal Clients keycodes are required and IP Terminal Registration must be enabled on the BCM before the WLAN handset can be registered.

Language

The menus and screens of the WLAN IP Telephony Handsets display in English only. International characters are supported for BCM prompts, depending on the market profile. BCM-based prompts display in English, French, and Spanish.

Wired Equivalent Privacy

The WLAN IP Telephony Handsets support Wired Equivalent Privacy (WEP) as defined by the 802.11b specification. WEP increases the security of the wireless LAN to a level similar to a wired Ethernet LAN. WEP is turned on and off using the APs.

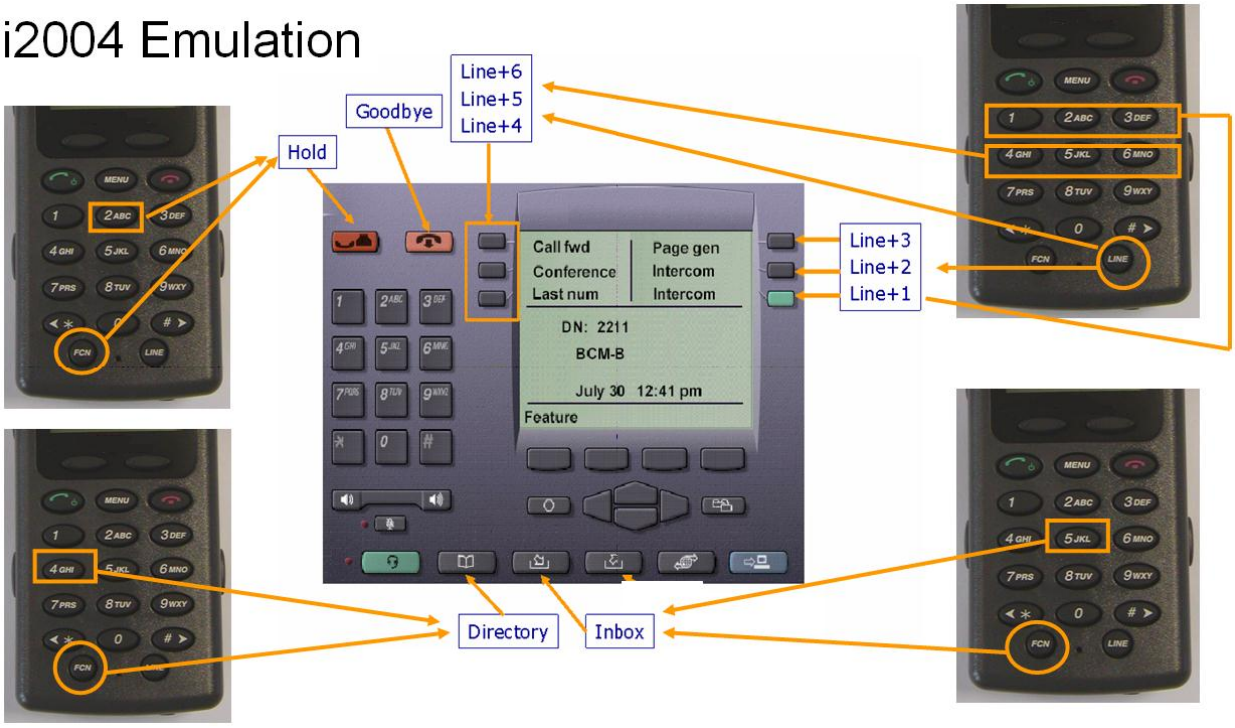
Loss of signal

If a wireless handset is out of range of all APs, it waits 20 seconds for a signal to be re-established. If a signal is not obtained within 20 seconds, the wireless handset loses connection to the BCM and any calls are dropped. When the wireless handset comes back into range of an Access Point, it re-establishes a connection to the BCM and goes through the system registration process.

IP Phone i2004 mapping

The WLAN IP Telephony Handsets emulate the IP Phone 2004. All IP Phone 2004 functions and messaging features are supported, where possible. The speakerphone function and functions that require use of the volume keys are not supported.

The large screen area of the IP Phone 2004 and its numerous keys are mapped onto the smaller screen and fewer buttons of the wireless handsets. The button mapping from the IP Phone 2004 to the WLAN Handsets is designed to preserve nearly all of the functionality of the IP Phone 2004 within a small, mobile device.



Required Information / Equipment

Ensure that the WLAN IP Telephony Manager 2245 has been installed and configured successfully and that the WLAN IP handsets have been registered and subscribed to the system.

Equipment required and already installed should include:

- WLAN IP Telephony IP Telephony Manager 2245
- WLAN IP Telephony Applications Gateway (OAM) 2246 (optional)
- Wireless LAN 802.11b compliant Access Points
- DHCP Server (optional)
- TFTP Server
- Syslog Server (optional)

WLAN Handsets

The supported WLAN handsets are illustrated below.

WLAN Handset 2210

WLAN Handset 2211

WLAN Handset 2212

WLAN Handset 6120

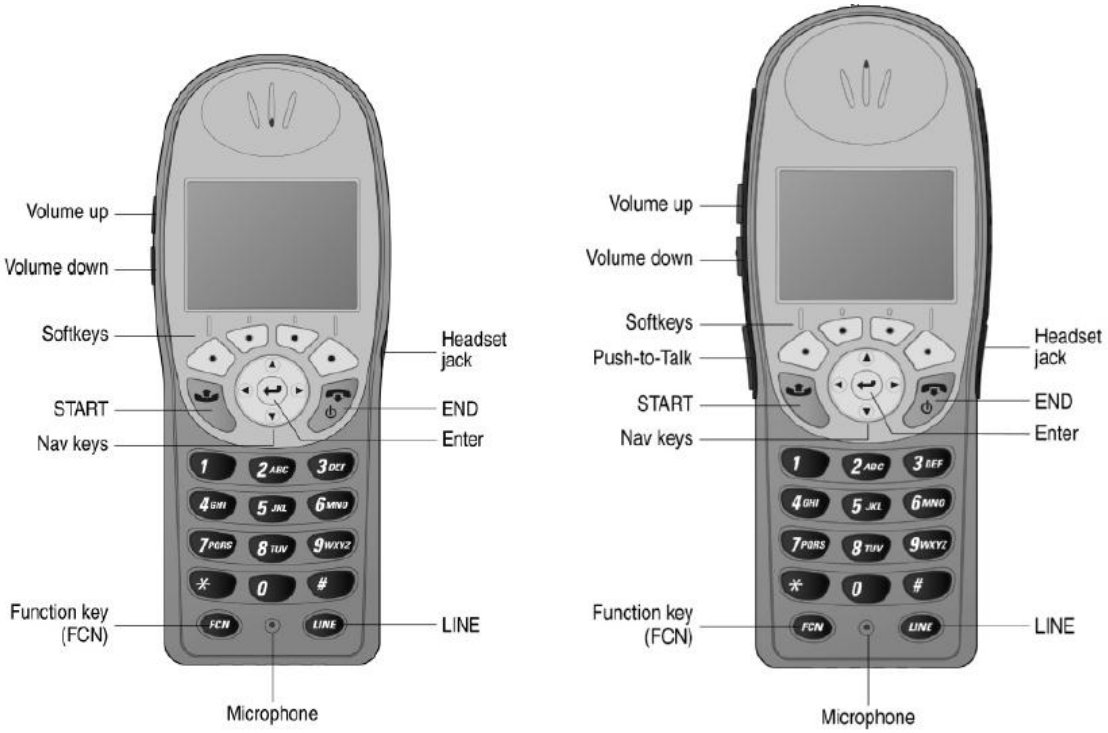
WLAN Handset 6140

The WLAN IP Telephony Handset i2010

The WLAN IP Telephony Handset i2211

The WLAN IP Telephony Handset i2212

The WLAN IP Telephony Handsets 6120/6140



6120 / 6140 Handset Control

- Press and hold the **End**  button to turn your WLAN Handset 6120 and 6140 off.
- This key also affects some of the states of the handset.
- Press the **End** button to terminate an active call.
- Press the Start  button to place a call.
- Press the **Line**  button to access the key labels for line appearances and line features.
-
- Press **FCN**  to open the Features list when in the active (idle) state. Other handset functions are accessed via the **Actv** soft key.
- Soft keys are located below the display area. Use the four Soft keys to activate the displayed softkey feature.

- Use the navigation cluster buttons and **Enter** button to navigate and activate the various menu options.

Status Indicators 6120/6140 Handsets

	Signal strength indication
	New Voice Message
	Battery charge. When only one level remains, the battery pack must be recharged.
	Active speakerphone
1 ▪▪▪▪▪▪▪	Current line in use
	Up and down arrows are displayed when the menu has additional options above or below. Left or right arrows are displayed during editing.
	Incoming Call
	Incoming call from Messaging Application
	Incoming Push to Talk call (This feature is available only on the WLAN Handset 6140)
!!	The priority PTT ring icon indicating an incoming call on the priority PTT channel. This call overrides any other calls.
Muted	Muted softkey pressed
Locked	Keypad Locked
No Service	The no service indicator indicates that you are out of the coverage area and cannot receive or place calls
	Indicates that the handset is downloading code.
	The ring indicator icon is used to display the Real-Time Location System (RTLS) icon, indicating that the administration option has been set to ON. An incoming call, triggering the ring indicator icon, takes priority over the RTLS icon.

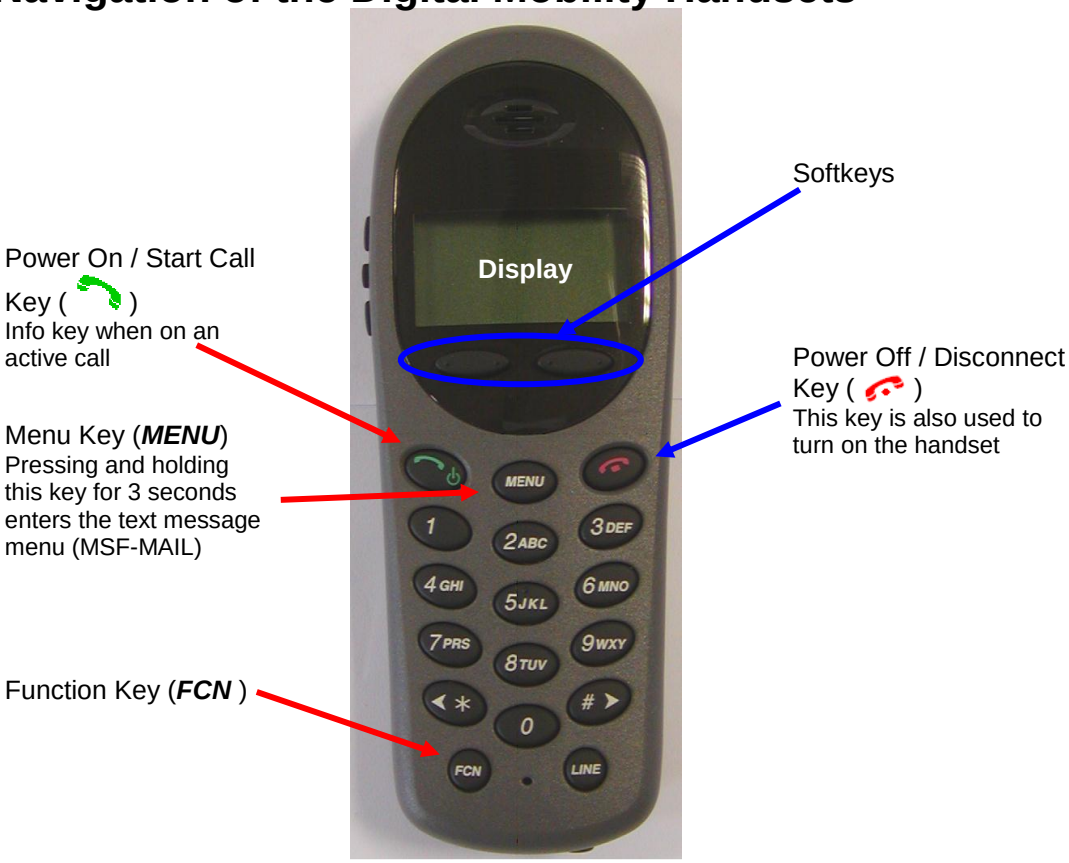
For full detailed instructions relating to the use of 6120 and 6140 handsets please refer to the WLAN Handset 6120 and WLAN Handset 6140 User Guide

WLAN Handsets Buttons and Keys

Key Reference	Key	Description
A		Power On/Start Call key Turns on the handset.
B		Power Off/End Call key Ends an active call and turns off the handset.
C		Feature and Display soft keys The first of the four soft keys is the Feature soft key, which starts or ends a feature. The next three soft keys are Display keys, which show feature options.
D		Menu key Displays the full description of the Display soft keys abbreviations and accesses the handset features.
E		Function key Accesses handset functions when in active (idle) state. The **Function** key also provides access to the User Option menu in the standby state.
F		Line key Accesses the Feature menu.
G		Up, Down, and Select buttons Enables you to navigate and activate the various menu options. Adjusts the speaker and ringer volume.
H		Push-to-Talk button Push-to-Talk is available on the WLAN Handset 2211 only. Activates the Push-to-Talk feature on the WLAN Handset 2211

Key Reference	Key	Description
I		Left arrow and Star button Enables scrolling to the left for menu navigation.
J		Right arrow and Pound button Enables scrolling to the right for menu navigation.

Navigation of the Digital Mobility Handsets

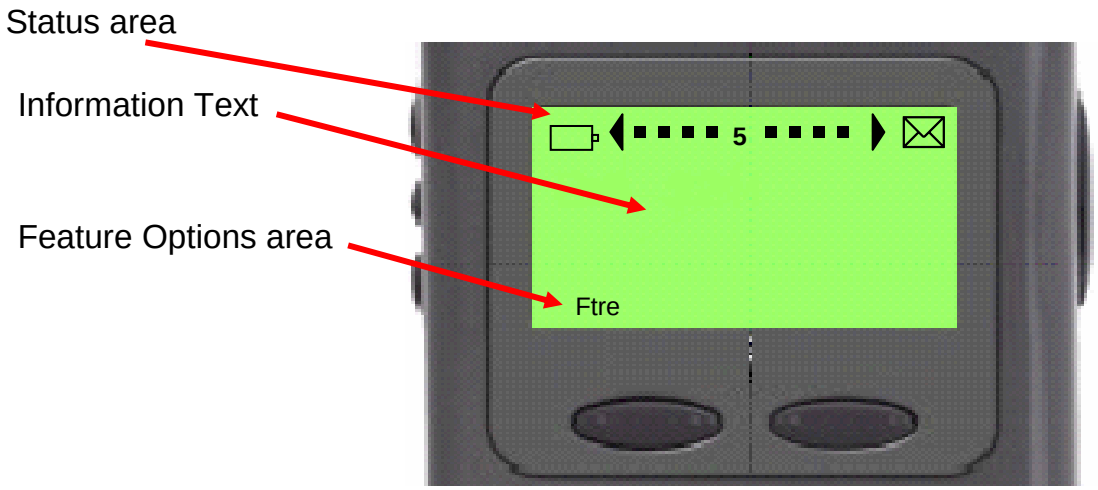


Handset display

There are three areas to the WLAN Handset display:

- Status area
- Information area
- Feature options area

The following figure shows an example of the WLAN Handset display.



Status area

The status area displays the handset status. It can include:

- status indicators (see the table below)
- left and right arrows
- a series of dots representing the line keys, which change to a number when active

No Service	You are outside the coverage area and cannot receive or place calls. An audible alarm also sounds. Return to the coverage area to re-establish the connection.
	Your battery pack charge is low. An audible beep also sounds. Replace your battery pack within two minutes.
	You have a new voicemail message.
Melody	A melody is played when the WLAN Handset is turned on for the first time following a completed charge.

Information area

The Information area shows:

- the extension number of the handset
- a line for general information
- features and call information when the handset is in use

Feature options area

When a feature is activated, or when you are on an active call, the Feature options area shows you the action you must take to proceed. For example: Pswd. This means you must enter your mailbox password.

The Feature options area shows the label for the Ftre soft key and for the three display soft keys.

These button labels appear directly above the Feature and display soft keys, and to the right of the **Ftre** label on the display. These button labels vary, depending on the feature in use.

Note: The WLAN Handset does not support scrolling. Therefore any features that require the ability to scroll are not supported.

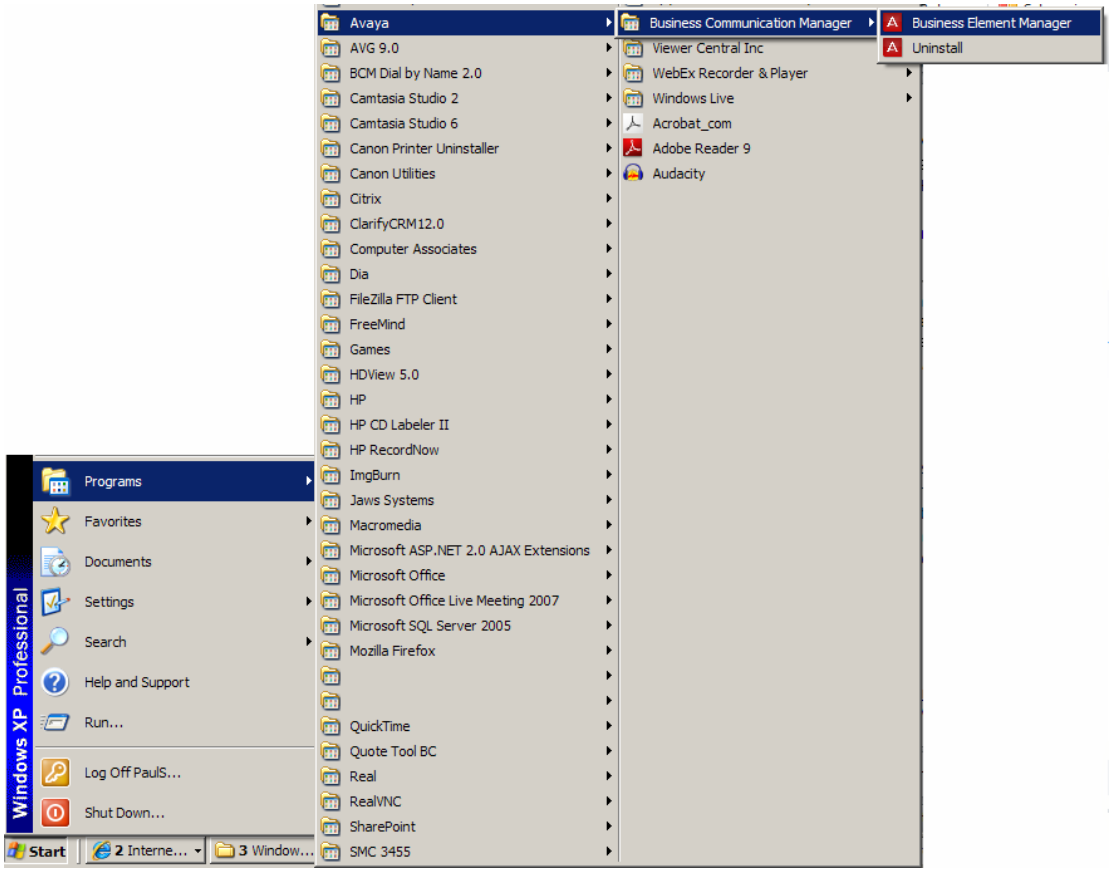
WLAN Handset and Voice Mail Configuration

WLAN IP Telephony IP handsets have the ability to access Voice Mail mailboxes for both internal, stand-alone systems, and external voice mail systems accessed over a private network (as with MCDN).

The WLAN handset can be configured to have a voicemail box. The voicemail box can be configured within the BCM's CallPilot Manager interface.

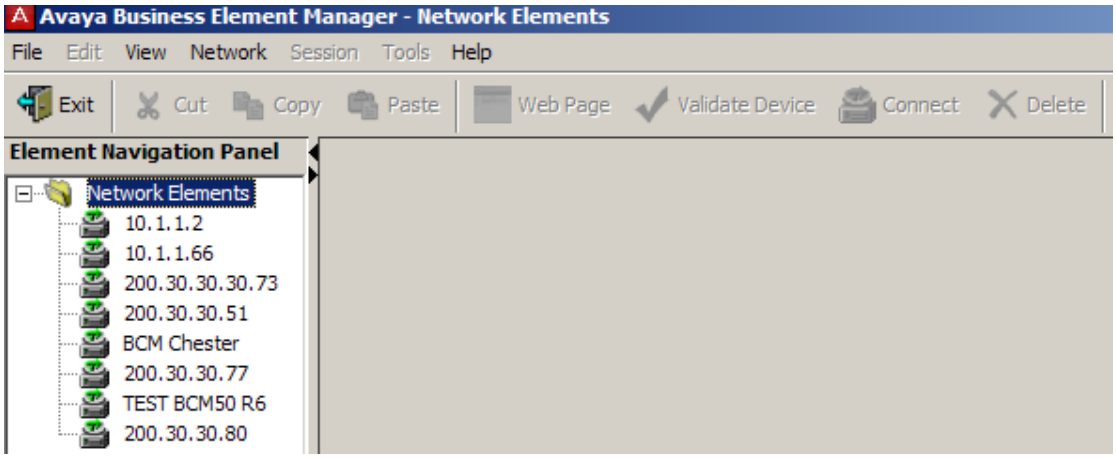
Accessing CallPilot Manager via Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

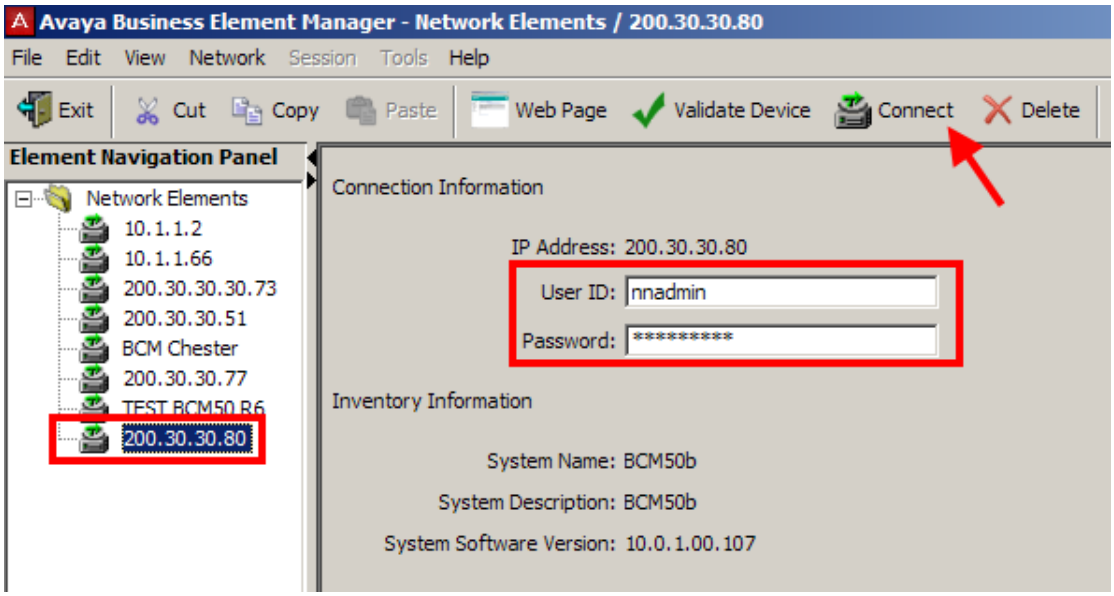


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

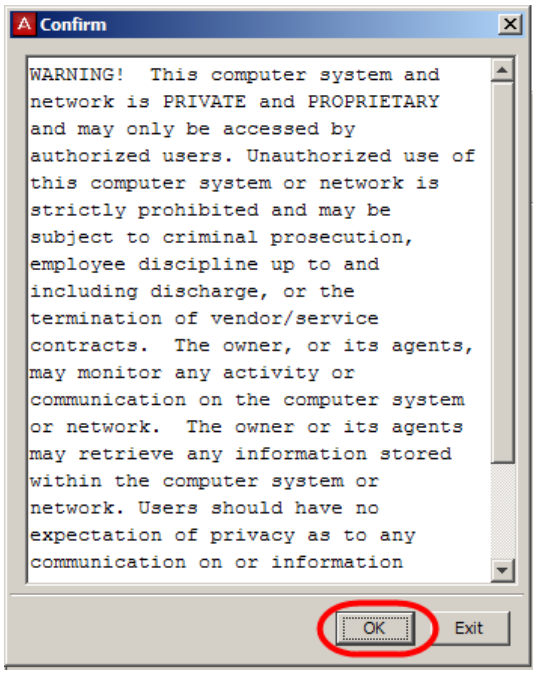


4. Open the **Network Elements** folder and select the IP Address of the BCM.

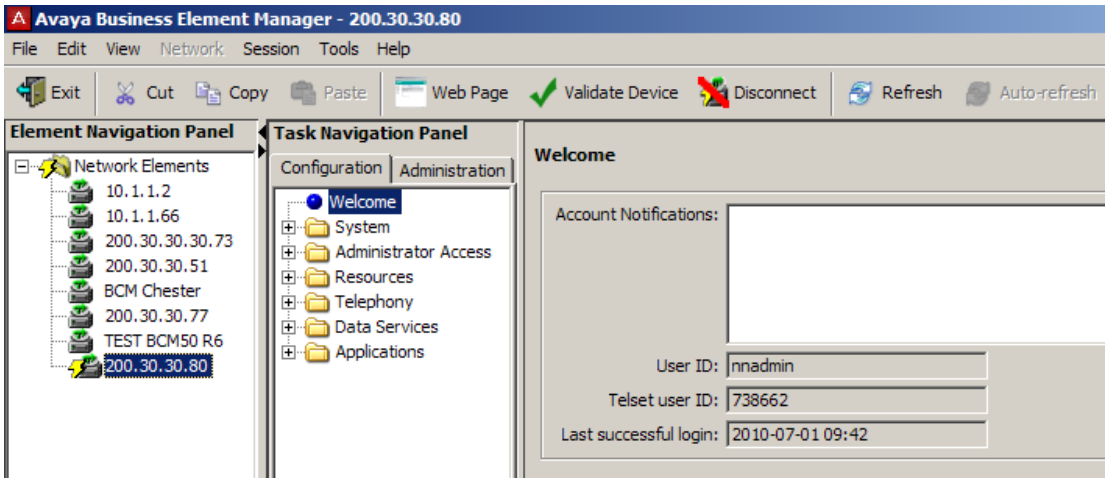


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

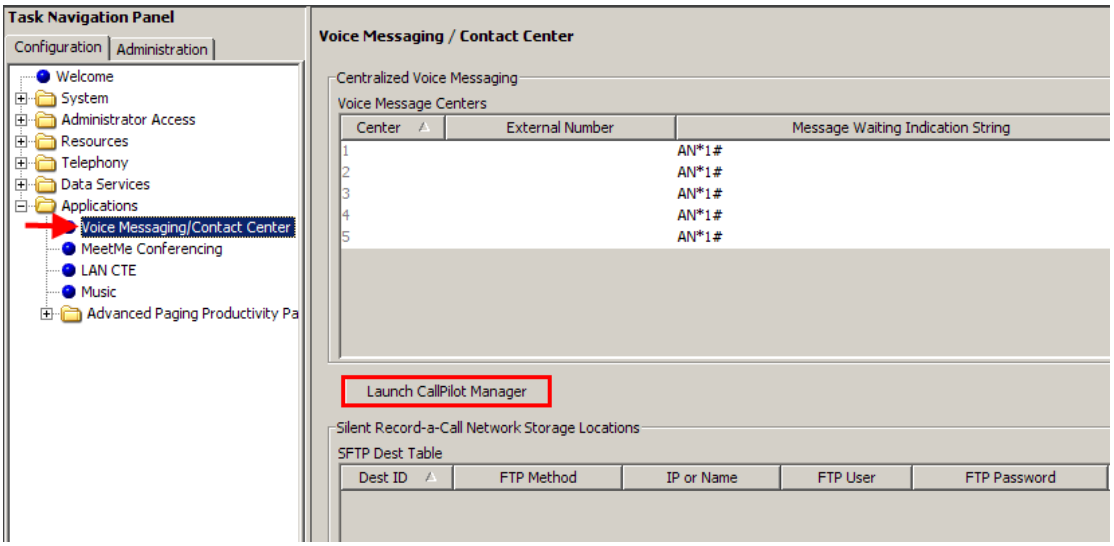
6. A warning screen will appear, read the warning and click **OK**.



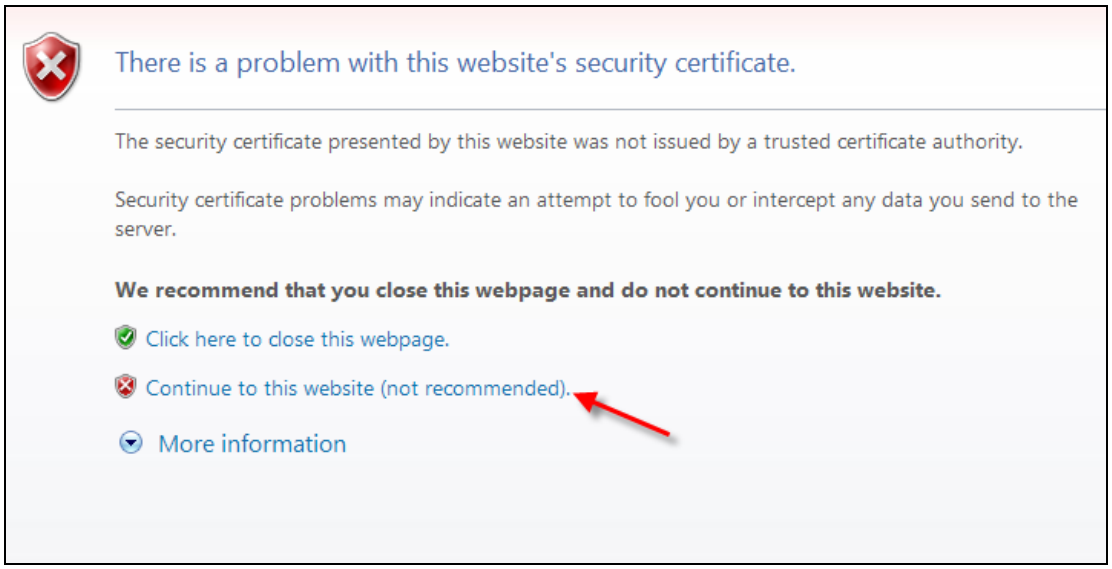
7. You will be presented with the Element Manager interface.



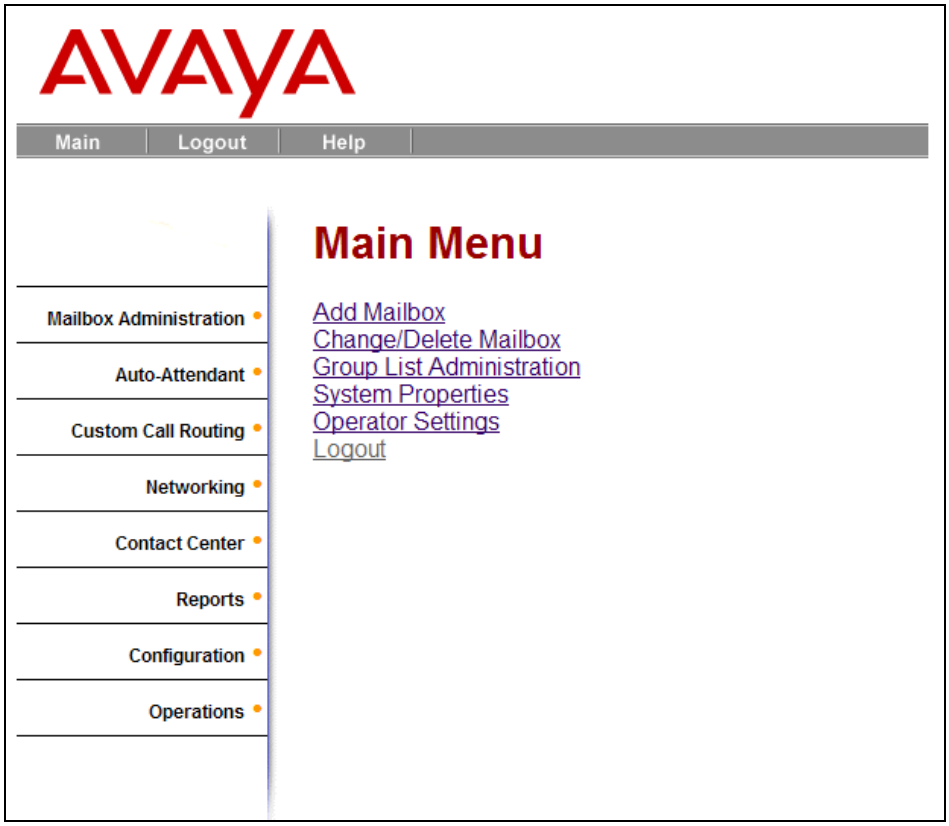
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.



10. The Main Menu of CallPilot Manager will be launched.



Adding a Subscriber Mailbox

Create a Subscriber Mailbox for all users that need to be able to receive messages from their physical telephone extension. It is recommended to make the Mailbox number the same as the extension number it is being assigned to.

Subscriber Mailboxes must be initialised before they can receive messages. Until this is done, calls will be redirected to the General Delivery Mailbox instead. (Please refer to the ***Initialising a Mailbox*** section of this guide.)

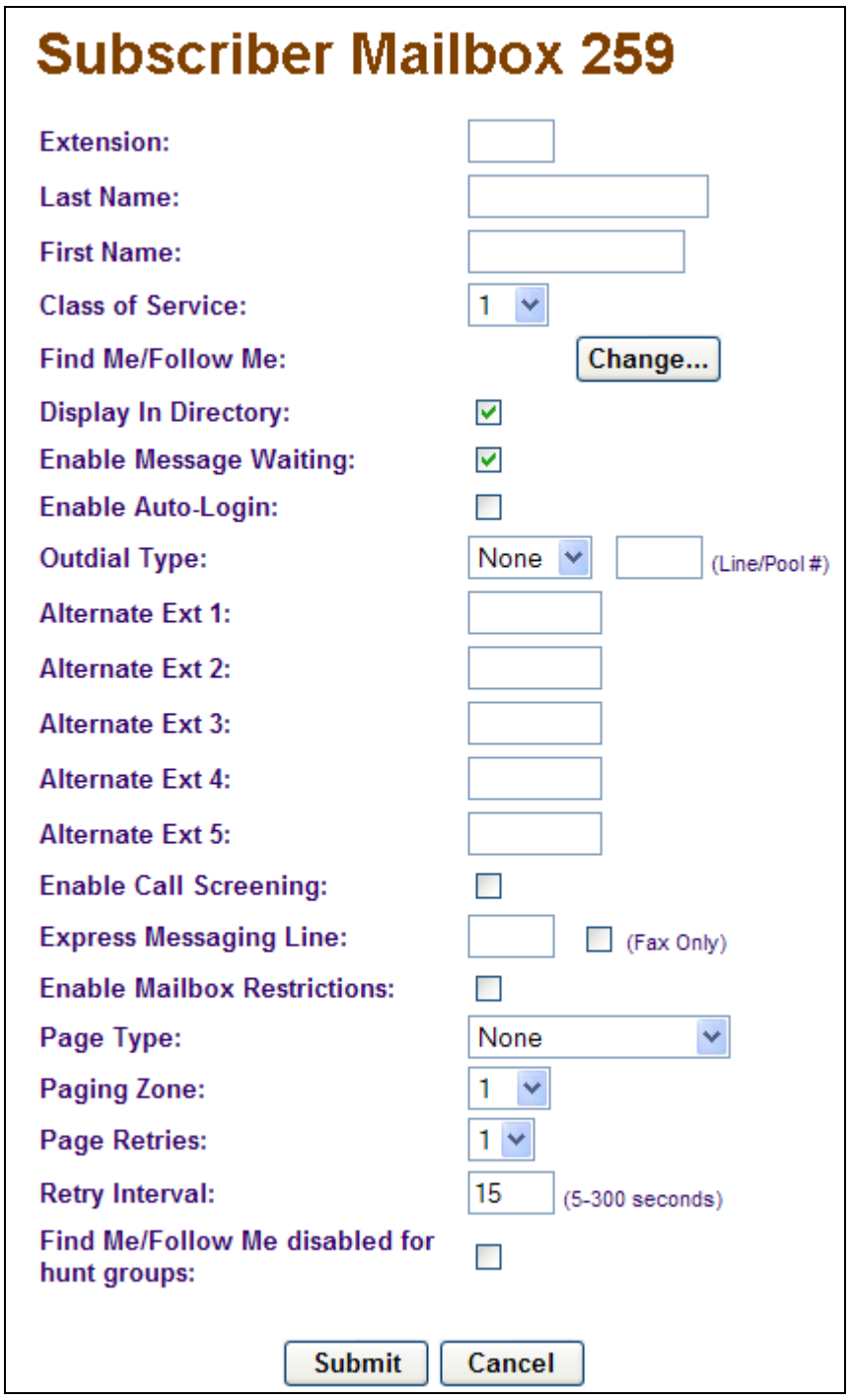
1. Click the **Mailbox Administration** heading.

2. Click the **Add Mailbox** link. The Add Mailbox page appears.

3. In the **Mailbox** box, type the mailbox number.

4. From the **Mailbox Type** list box, select **Subscriber**. Click the **Submit** button.

5. The **Subscriber Mailbox** page appears. The **Subscriber Mailbox** page appears. Configure the **Subscriber Mailbox** properties as required. Click **Submit** when complete. A description of these properties is provided in the below table.

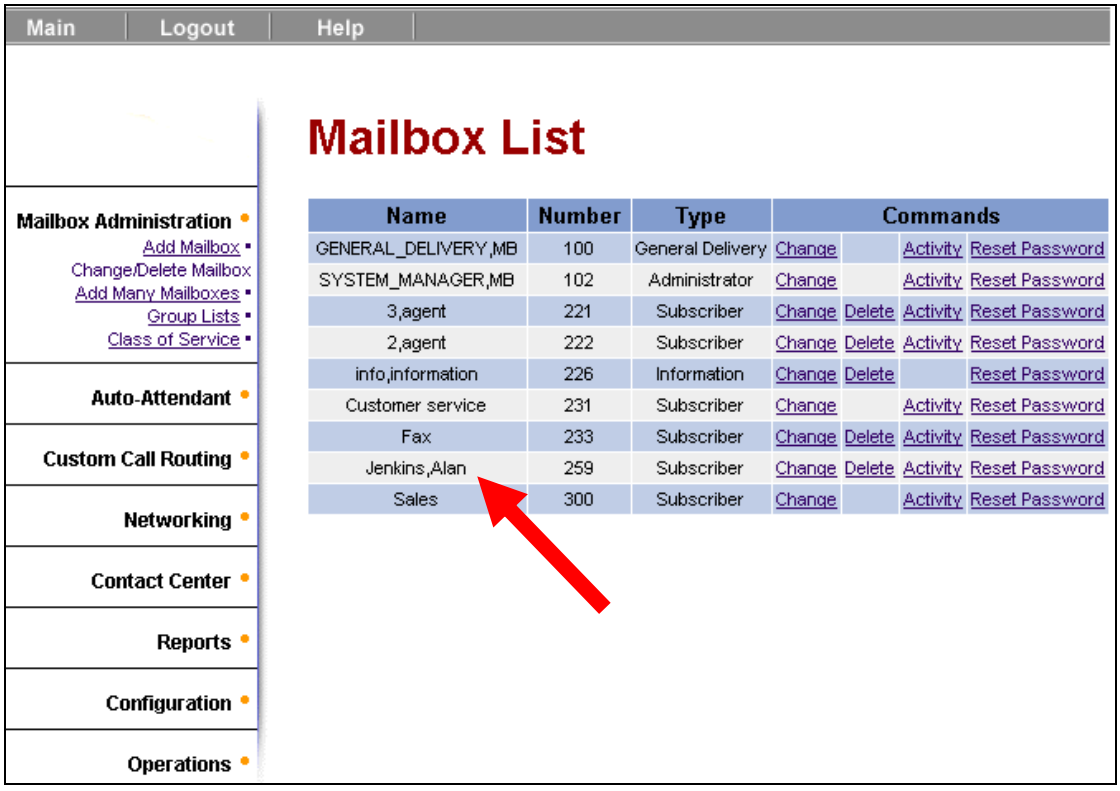


Subscriber Mailbox Settings

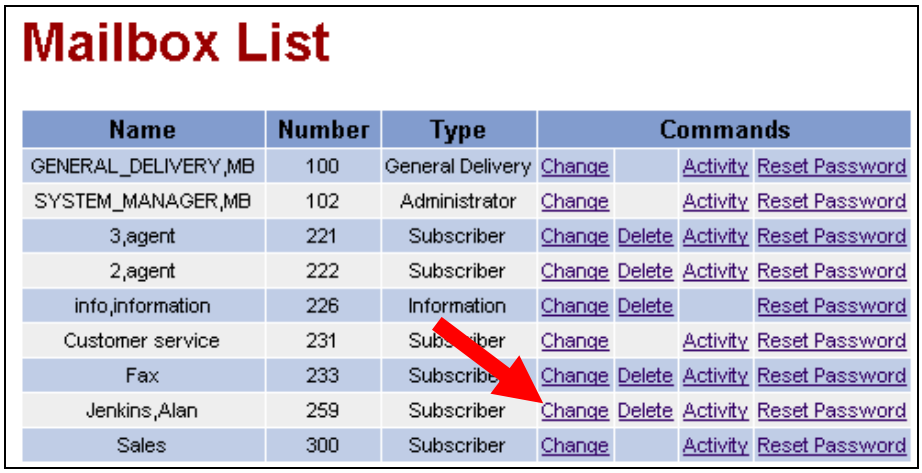
Attribute	Description
Extension	The extension that the mailbox will be assigned to. It is generally good practice to match the mailbox number to the extensions number.
Last Name	Last name of the mailbox owner.
First Name	First name of the mailbox owner.
Class Of Service	Class of Service assigned to the mailbox.
Find Me/ Follow Me	Click **Change** to add/edit any of the Find Me/ Follow Me schedules or external number entries.
Display in Directory	Clear this if you do not want the mailbox owner's name to appear in the Company Directory.
Enable Message Waiting	Clear this if you do not want message notification to appear on the mailbox owner's telephone display.
Enable Auto Login	Auto-Login speeds up the login process for subscribers. With Auto-Login, subscribers can log on from their primary or alternate telephone without having to enter their mailbox number or password.
Outdial Type	This setting provides an external access resource for certain mailbox features. Outdial is required for features such as Reply, Off-Premise Notification, Outbound Transfer etc. • Select **None** if you do not want to assign outdialing capabilities • Select **Line** and type the line number. Line numbers must be between 1 - 999 for BCM450 and 1-332 for BCM50. • Select **Pool** and type the line pool number or letter. • Select **Route** if, for example routing is used to access a PRI line pool.
Alternate Ext 1,2, 3, 4, 5	Allows the designated extension direct access to the mailbox, in addition to Message Waiting Indication when messages are left in the mailbox. Maximum of 5 Alternate Extension for a single mailbox.
Enable Call Screening	Select this to assign screened transfers (via the Auto-Attendant) to the mailbox owner
Express Messaging Line	Any calls to this line will be immediately transferred to the mailbox. Note that if you enter an Express Messaging Line (e.g. a Target Line), that line cannot appear/ring at any extension. Also, the Voicemail (F985) DN should be set as the Prime set for that line (see Telephony Services, Lines).
(Fax Only)	If the mailbox will use Express Messaging Line, enabling this option stops the greeting being played to calls to the Express Messaging Line, making the fax call quicker.
Enable Mailbox Restrictions	You can control how a subscriber accesses a mailbox. If you select the Enable Mailbox Restrictions check box, a subscriber cannot log in to the mailbox externally. If the subscriber attempts to log in externally, the prompt "You are not allowed to use this feature. Exiting the system, goodbye." is played. The system disconnects the caller. In addition, an internal subscriber cannot administer a restricted mailbox. If the subscriber presses 8, the prompt "You are not allowed to use this feature" plays and the subscriber returns to the main Menu. Mailbox restrictions are applicable only to subscriber mailboxes.
Park & Page	With Park and Page, external callers can press 6 to page a mailbox subscriber while they listen to the subscriber's personal greeting or record a message. When the caller presses 6, the system parks the call and pages to paging zone or overhead paging system, or both and the caller hears "One moment, please." The caller cannot interrupt this prompt by pressing DTMF. The page is repeated based on the mailbox configuration until the parked call is picked up or the park timeout occurs, at which point the caller is returned to the mailbox and hears the subscriber's personal greeting. The call is parked as long as there are not already 25 calls parked. If the call cannot be parked, the caller hears "The person you have called is not available" followed by the

Attribute	Description
	subscriber's mailbox greeting. While a call is parked the caller hears a hold tone or music on hold, depending on the system configuration. The call is paged to the appropriate paging zone or overhead speaker system, or both. If the page is unsuccessful because the paging facility is busy with another page, the system waits five seconds and retries the page every five seconds until the paging facility is available or the call park timeout expires, whichever occurs first. If the call park timeout expires first, the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. If the page is unsuccessful for any other reason, the call is un-parked and the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. While a call is being paged, the system plays the mailbox spoken name and park string, for example "John Doe, 101." The park string is played in the standard voice prompts, or customized digits, if you recorded them.
Page Type	Select the required paging type facility. The choices are Internal Zone, Overhead Paging, Both or None. The default is none.
Paging Zone	Select the Paging Zone to which the paging announcement will be played. The zones available are zone 1, 2, 3, 4, 5, 6 or All. The default is 1. If the paging type is overhead paging this setting is ignored.
Page Retries	Select the number of page retries to be played to the Page Zone from the box select 0, 1, 2, 3, 4 or 5. The default is 1.
Retry Interval	The retry interval is the number of seconds between paging retries. The range is 5-300 seconds. The default is 15 seconds.
Find Me/Follow Me disabled for Hunt Groups	If a Find Me/Follow Me user is a member of a Hunt Group, enabling this option will stop Hunt Group calls at the FM/FM user's extension from being forwarded to FM/FM destinations.

6. The created mailbox will be displayed.

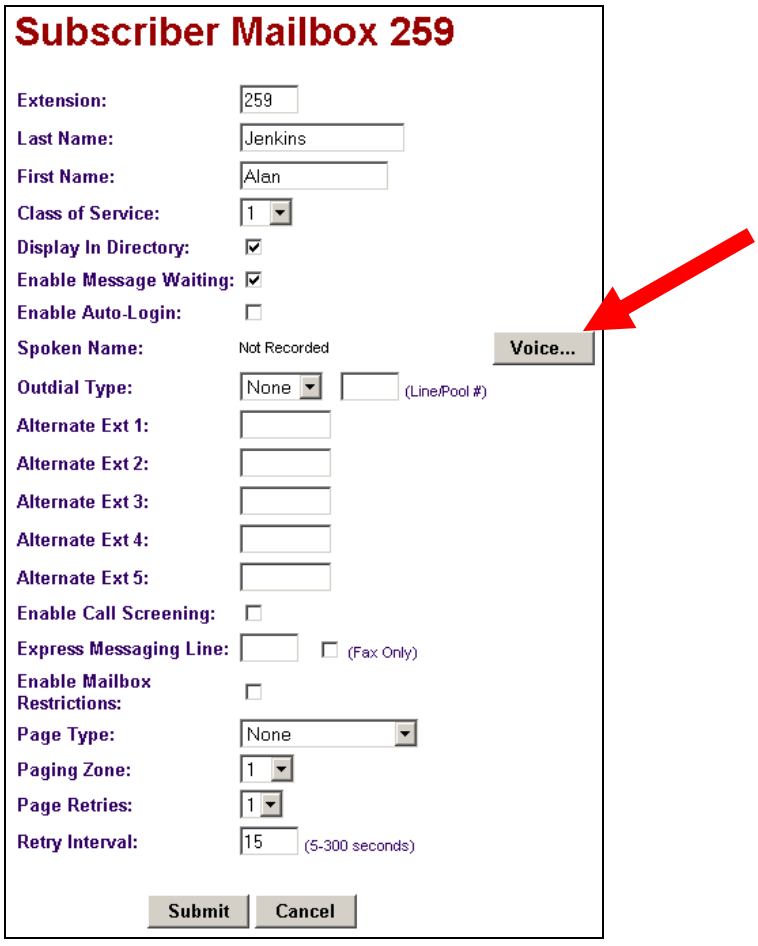


7. You can now record the Spoken (Company) Name for the mailbox although this is optional at this stage click on the **Change** link for the mailbox, to record the spoken name.



Note: The spoken (Company) name can also be recorded when initialising a mailbox. Refer to the I**nitialising a Mailbox** section of this guide for more information.

8. Click on the **Voice** link and follow the instructions detailed in the **Recording Prompts using CallPilot Manager** section of this guide.



Recording Prompts using CallPilot Manager

This section describes how to record mailbox Company Directory names, and Group List names using the CallPilot Manager interface on the PC.

For best results, use a telephone that is attached to the same switch as your voicemail system. Avoid using wireless telephones.

1. When displayed, click the **Voice** link. The page you can record greetings and prompts from appears.

2. In the **Connect to** box, type the extension number or telephone number you are using to record the greeting or prompt. For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

3. Click the **Dial** button.

4. The telephone rings.

5. Pick up the handset. Do not use Handsfree.

6. After the tone, record your prompt.

7. After you finish recording your prompt, click the **Stop** button.

8. To listen to the prompt, click the **Play** button or to save the recording, click the **Save** button.

9. Click the **Close** button and replace your telephone handset.

The handsets are administered by combinations of keys that can be used to navigate the configurable options available for each handset. The following illustration will describe how the handset options can be used for example to configure and initialize a voicemail box assigned against the WLAN extension.

Initialising a Mailbox

Once the Subscriber mailbox has been created for the Digital Mobile handset, the mailbox owner must initialise it before it can receive voice messages. This involves changing the default mailbox Password to a new user Password and recording the mailbox owners name in the Company Directory. This can be done from the Digital Mobile Handset in the same way as you would initialise the mailbox from a BCM digital desk set.

1. Press the **Start Call** key on the WLAN handset, then press **Ftre** followed by **981**

2. On the soft keys, enter the password of **0000** if the mailbox is to be assigned against this extension.

3. If you are assigning the mailbox to another extension select **OTHR** and entering the Mailbox number and password as a single string of digits for example 2120000 (mailbox 212 default password 0000). Then press the soft key under **OK** or press the # key.

4. You will be prompted in the display to change your password ***Must change pswd***.

5. Enter a new password from 4 to 8 digits long that does not start with “0”, and press **OK** or #.

6. You will now be required to confirm the new password. Re-enter your new mailbox password and press **OK** or #.

7. You will be prompted to record your name. At the tone, record your name in the Company Directory. It is recommended that you include your mailbox number in the recording, for example, “Ed Jones, mailbox 5354.”

8. Press **OK** or # to end the recording.

9. Press **OK** or # to accept the recording or press **PLAY** or **1** to listen to the recording or press **RETRY** or **2** to re-record your name.

10. Press the **Release** key to end the session.

Recording Primary or Alternate Greetings

Only a Primary mailbox greeting is necessary, but you can record an Alternate mailbox greeting for times when you are out of the office, such as holidays. If you do not record any mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

1. On a WLAN handset press **Ftre** followed by **981**

2. Follow the voice prompts or the display button options to open your mailbox.

3. Open the Greeting options menu: Press **ADMI** or **8** then Press **GREE** or **2.**

4. Press **REC** or **1**. Press **PRIM** to record the Primary greeting, press **ALT** to record the Alternate greeting or **PERS** to record a Personal greeting.

5. If you are changing a greeting, the current greeting starts to play. If this is the first time you are recording a greeting, **Not recorded** appears briefly.

6. You will be prompted to record a new greening. Press **YES** or **1** and record you're greeting at the tone.

7. Press **OK** or # to end the recording. Press **OK** or # to accept the recording or press **PLAY** or **1** to listen to the greeting or press **RETRY** or **2** to re-record the greeting.

8. Press the **Release** key to end the session.

Other Features of the WLAN IP Telephony Handsets

Select Ring Type

The Ring Type option enables you to set the WLAN Handset ringing cadence.

1. Press FCN when in the standby state.
2. Press the Up and Down buttons to scroll through the menu and highlight **Ring Options**.
3. Press the Select button (or **OK**) to select **Ring Options**.
4. Press the Up and Down buttons to scroll through the menu and highlight **Telephone Ring**.
5. Press the Select button (or OK) to select **Telephone Ring**.
6. Press the Up and Down buttons to scroll through the menu and highlight **Ring Cadence**.
7. Press the Select button (or OK) to select **Ring Cadence**.
8. Scroll to one of the desired options:
    a. Off — ringer is turned off.
    b. PBX — ringing uses the distinctive ringing pattern sent to the handset from the call server.
    c. Continuous — ringing is continuous.
    d. Short Pulse — ringing occurs in short bursts.
    e. Long Pulse — ringing occurs in long bursts.
9. Press the Select button (or OK) to select the highlighted option.
10. Press **UP** to return to the previous menu and set another option.
11. Press  to exit all menus and return to the standby state.

You can also press Exit from the top-level menu to exit the menu and return to the active (off-hook) state.

Select Noise Mode

The Noise Mode option enables you to adjust the WLAN Handset for different levels of noise within the working environment.

1. Press FCN when in the standby state.
2. Press the Up and Down buttons to scroll through the menu and highlight **Phone Options**.
3. Press the Select button (or OK) to select Phone Options.
4. Press the Up and Down buttons to scroll through the menu and highlight **Noise Mode**.
5. Press the Select button (or OK) to select Noise Mode.
6. Press the Up and Down buttons to scroll through the menu and highlight one of the following settings:
    a. Normal — For most office environments (default).
    b. High — For moderate background noise.
    c. Severe — For extremely noisy conditions.
7. Press the Select button (or OK) to select the highlighted setting.
8. Do one of the following:

    a. Press UP to return to the previous menu and set another option.
    b. Press  to exit all menus and return to the standby state.

You can also press Exit from the top-level menu to exit the menu and return to the active (off-hook) state.

Enter Extension

The Extension option enables the user to enter the extension number for the WLAN Handset. This number is used to identify the handset. It displays when the handset is in the standby state.

Note: It is recommended that you enter the Directory Number (DN) of the system or the full number of your handset. When the WLAN Handset is in the active (idle) state the DN of the system is displayed.

1. Press FCN when in the standby state.
2. Press the **Up** and **Down** buttons to scroll through the menu and highlight **Extension**.
3. Press the **Select** button (or OK) to select Extension.

4. Enter the extension number using the handset keypad.

5. Press **Save** to save your extension number.

6. Do one of the following:

    a. Press UP to return to the previous menu and set another option.
    b. Press  to exit all menus and return to the standby state.

You can also press Exit from the top-level menu to exit the menu and return to the active (off-hook) state.

Set up Push-to-Talk

Push-to-Talk is available on the WLAN Handsets 2211 and 6140 only.
Push-to-Talk mode enables two-way radio communication with another WLAN Handset 2211 user. You can enable/disable Push-to-Talk mode and select a channel.

1. Press 

when in the standby state.

2. Press the **Up** and **Down** buttons to scroll through the menu and highlight **Push-to-Talk**.

3. Press the **Select** button (or OK) to select Push-to-Talk.

4. Press the **Up** and **Down** buttons to scroll through the menu and highlight one of the following settings:

    a. Enable: Enables Push-to-Talk mode.
    b. Disable: Disables Push-to-Talk mode.

5. Press the **Select** button (or OK) to select the setting.

6. If enabled, select a channel (1 to 8).

7. Do one of the following:

    a. Press UP to return to the previous menu and set another option.
    b. Press  to exit all menus and return to the standby state.

You can also press Exit from the top-level menu to exit the menu and return to the active (off-hook) state.

Adjust Ringer Volume

You can increase or decrease the ringer volume of the WLAN Handset 2211 only. To adjust the ringer volume, press the **Up** or **Down** button while the handset is ringing.

Adjust Speaker Volume

You can increase or decrease the speaker volume of the WLAN Handset.
To adjust the speaker volume, press the **Up** or **Down** button while in a call.

Silence the Ringer

You can silence (or mute) the WLAN Handset ringer.
To silence the ringer, press  while the handset is ringing.

Feature and Function Menus

You can view the features and functions programmed in your system using various menus, soft key features, and the Line (DN) features. You can access some functions and features using one or more or the methods described in this section.

Feature and Function Keys

The following table lists the features and functions available on the WLAN Handset, along with their key sequence.

Key Sequence	Feature / Function
 *FCN* + 1	Mute
FCN + 2	Hold
FCN + 3	Goodbye
FCN + 4	Directory
FCN + 5	Inbox
FCN + 6	Outbox
FCN + 7	Quit
FCN + 8	Copy
LINE + 1	Intercom
LINE + 2	Intercom
LINE + 3	Page - General
LINE + 4	Last Number Redial
LINE + 5	Conference Call
LINE + 6	Call Forward

Soft Key Abbreviations menu – MENU key

Use the Soft Key Abbreviations menu to view the full description of the soft key abbreviations and access the WLAN Handset features.

Activate a feature

1. Place the handset in the active (idle) or active (off-hook) state.
2. Press MENU to view the Soft Key Abbreviations menu.
3. Press the **Up** and **Down** buttons to scroll through the list of features. The full description is highlighted in the display area.
4. Do one of the following:
    a. Press the **Select** button (or OK) to activate the highlighted feature.
    b. Press the appropriate number key. The feature does not have to be highlighted.

Function Menu – FCN key

Use the Function menu to view and activate the WLAN Handset functions.

Activate a function

1. Place the handset in the active (idle) or active (off-hook) state.
2. Press FCN to display the first four functions in the display area.
3. Press the **Up** and **Down** buttons to scroll through the list of functions. The abbreviation is highlighted in the display area.
4. Do one of the following:
    a. Press the **Select** button (or OK) to activate the highlighted feature.
    b. Press the appropriate number key. The feature does not have to be highlighted.

Feature Menu – LINE key

Use the Feature menu to view and activate the WLAN Handset line features. These features are programmed on each handset using the six line keys (number keys 1 through 6).

Note: A feature must be available on the system before it can be programmed on a handset.

Activate a feature

1. Place the handset in the active (idle) or active (off-hook) state.
2. Press LINE to view the first screen of the Feature menu. Press LINE again to view the second screen.
3. Press the **Up** and **Down** buttons to scroll through the list of features. The abbreviation is highlighted in the display area.
4. Do one of the following:
    a. Press the **Select** button (or OK) to activate the highlighted feature.
    b. Press the number key (1 through 6) corresponding to the desired feature. The feature does not have to be highlighted.

Program Feature Menu Items

You must be in the active (off-hook) state to program a Feature menu item.

External autodial

1. Press Feature *1.
2. Press LINE and a number key (1 through 6) corresponding to an available key.
3. Dial the external number, including routing codes.
4. Press OK to store the number.

Internal autodial

1. Press Feature *2.
2. Press LINE and a number key (1 through 6) corresponding to an available key.
3. Dial the extension number.
4. Press OK to store the number.

Features

1. Press Feature *3.
2. Press LINE and a number key (1 through 6) corresponding to an available key.
3. Press Feature and enter the feature code.

4. Press OK to store the feature code.

Erase memory buttons

1. Press Feature *1.
2. Press LINE and a number key (1 through 6) corresponding to an available key.
3. Press OK to erase the button.

Basic Call Features

You can make external and internal calls using the following features:

- Make a call
- Answer a call
- Hold a call
- Use the headset
- Mute a call

Make a Call

There are many ways to make a call, depending on your handset programming and the type of call.

External calls using line keys

1. Press  to go off-hook.
2. Press LINE to access the Feature menu.
3. Press a number key (1 through 6) corresponding to the desired line key.
4. Dial the external number.

External calls using intercom keys

1. Press  to go off-hook.
2. Press LINE to access the Feature menu.
3. Press a number key (1 through 6) corresponding to the desired intercom key and enter a line pool access code or destination code.
4. When you hear an external dial tone, dial the external number.

Note: Contact your system administrator for a list of line pool codes. PRI lines do not support line pool access codes; they must be configured as a destination code. When entering a destination code on PRI lines
you will not hear dial tone.

Internal calls using intercom buttons

1. Press  to go off-hook.
2. Press  to access the Feature menu.
3. Press a number key (1 through 6) corresponding to the desired intercom key.
4. Dial the extension number.

Answer Calls

When your handset rings or vibrates, a line number on the display flashes, and the display shows information about the call, such as the caller's name and extension:

- Press  .

Hold

- While on a call, press  and **2**.The indicator for the line on hold flashes.
- To retrieve a held call, press  , while in the active (off-hook) state. Then press the number key corresponding to the flashing line number.

Headset

You must have a headset installed on your handset to use this feature.

- Connect the headset to the headset jack.
- To answer a call with a headset plugged into your handset, press any key other than **Power On/Start Call**, **Power Off/End Call**, the soft keys, or the **Up/Down/Select** buttons.

Mute

- While on a call, press  and **1** to turn the microphone off.
- Do the same again to turn the microphone on.

End calls

You must end every call, by pressing the **Power Off/End Call** key, to release system resources and allow the WLAN Handset to function properly.

If this is not done, it will result in the ringer not ringing for the next call and you might miss an important call.

Push-to-Talk

Push-to-Talk is available on the WLAN Handset 2211 only.

Push-to-Talk mode enables WLAN Handsets 2211 to operate in a group broadcast mode in addition to the standard handset operation. The WLAN Handset 2211 supports eight multicast channels with the current channel saved in the handset memory.

The Call Period

Push-to-Talk mode operates on the concept of a call period. The Push-to-Talk call period begins with the first transmission and ends when there has been no two-way radio traffic on the channel for 10 seconds.

The Push-to-Talk mode controls the handset keypad during the call period. Therefore, it is not possible to use the keypad for any other functions. However, it is possible to place and receive telephone calls.

Initiate a Push-to-Talk call

1. Press the **Push-to-Talk** button on the right side of the handset. The “start transmit” tone sounds within two seconds. The channel is active and the display screen shows the current active channel.

2. Speak into the handset’s microphone. All WLAN Handsets 2211 that are monitoring that channel hear the transmission.

3. Release the **Push-to-Talk** button. The “end transmit” tone sounds. The handset enters the waiting state, where it monitors the channel for up to 10 seconds.

Receive a Push-to-Talk transmission

Upon receiving a Push-to-Talk transmission, the “receiving alert” tone sounds and the WLAN Handset 2211 enters the receive state.

In this state, the handset receives all conversations on the selected channel. The display shows the current active channel, the caller ID of the current transmitter, and an indication that the handset is receiving a broadcast transmission.

At the end of a transmission, the handset enters the waiting state, where it monitors the channel for up to 10 seconds and displays “Waiting” on the screen. If no other transmission occurs within 10 seconds, the “end call” tone sounds and the handset becomes idle.

Respond to a Push-to-Talk call

1. When you hear a transmission, press the **Push-to-Talk** button on the right side of the handset. The “start transmit” tone sounds. Since all handsets on that channel are already in the receive state, there is no two-second delay.

2. Speak into the handset’s microphone. If no transmission occurs during the 10-second countdown period, the “end call” tone sounds and the handset becomes idle.

Change the Push-to-Talk volume

Use the **Up** and **Down** buttons to increase or decrease volume.
A separate volume is maintained in Push-to-Talk mode.

Mute a current Push-to-Talk call

Mute affects only the current call. When the next call period starts, the audio is automatically unmuted. Mute does not allow the user to use the handset’s keypad for anything else.

1. Press the **Mute** soft key. The following prompt displays: *Mute Two-Way Radio?*

2. Press the **Yes** soft key to mute the call. The prompt disappears after three seconds if there is no response.

Unmute a Push-to-Talk call

1. Press the **Unmute** soft key. The following prompt displays: *Unmute Two-Way Radio?*

2. Press the **Yes** soft key to unmute the call. The prompt disappears after three seconds if there is no response.

End a Push-to-Talk call

Only the current call is terminated for this WLAN Handset 2211. When the next call period starts, the handset is again in the receive state. You can rejoin a still-active session by initiating a Push-to-Talk call.

1. Press the **Terminate** soft key. The following prompt displays: *Terminate Two-Way Radio?*

2. Press the **Yes** soft key to end the call. Push-to-Talk audio is immediately stopped and the handset returns to regular mode.

Answer a call during a Push-to-Talk call

An incoming call can be answered while in a Push-to-Talk call. To announce an incoming call, the WLAN Handset 2211 rings with a low-volume ring and displays a system message.

1. Press . The Push-to-Talk session is pre-empted.

2. After the call is over, press as usual to go back on-hook. The Push-to-Talk session goes out of pre-empted mode and becomes active again. If an active Push-to-Talk call has not ended, the audio is heard again.

Make a call during a Push-to-Talk call

A call can be made while in a Push-to-Talk call.

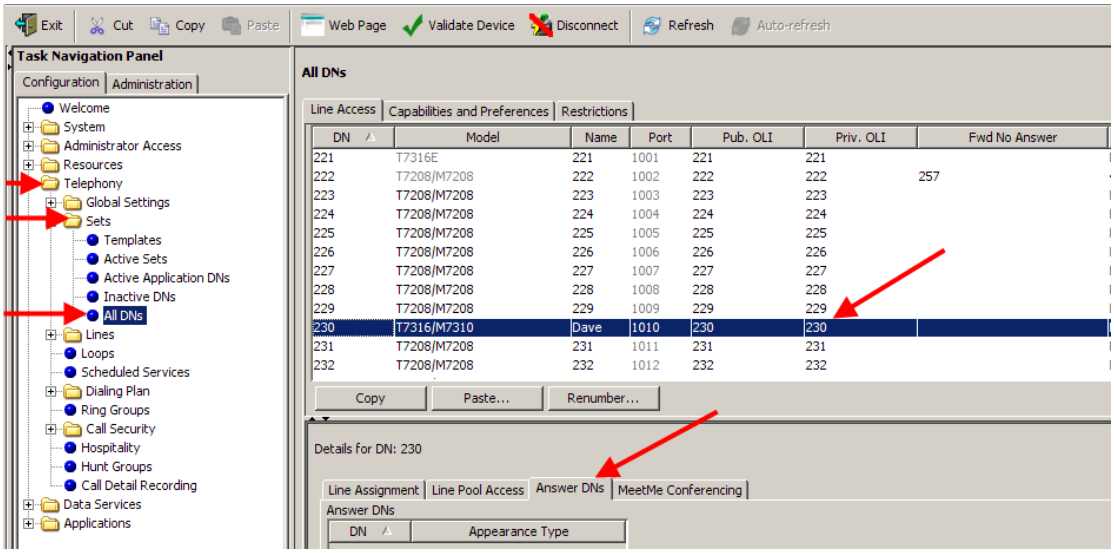
1. Press . The Push-to-Talk session is pre-empted.

2. After the call is over, press as usual to go back on-hook. The Push-to-Talk session goes out of pre-empted mode and becomes active again. If an active Push-to-Talk call has not ended, the audio is heard again.

Twinning

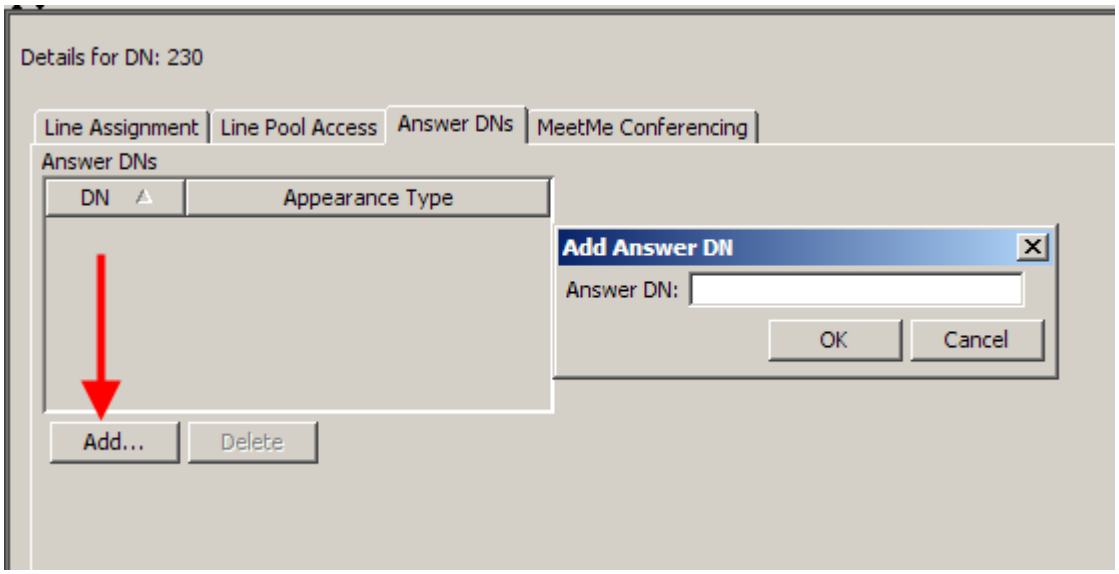
The WLAN handsets have the ability to be twinned to a BCM digital desk set, so that when a call is sent to the Digital desk set, the WLAN handset also rings. The programming for this is done under Unified Manager.

1. Log into the BCM Element Manager main configuration screen. From the **Configuration** tab open the **Telephony** folder followed by the **Sets** folder and select the **All DN's** link.



2. Scroll down to the WLAN DN number that you wish to have twinned. Select the DN number, then open the sub menu for **Answer DN's**.

3. Click the Add button. The **Add Answer DNs** dialogue box will be presented. In here type the DN number of the Digital Desk set that the WLAN handset is to be twinned with, then press the **OK** button.



4. The WLAN handset will now ring whenever a call is placed to the Digital desk set.

Avaya Documentation Links

- WLAN IP Telephony and Installation guide
- WLAN IP Handset 2210/2211/2212 User guide
- WLAN Handset 6120 and WLAN Handset 6140 User Guide
- Installation – Devices guide
- CallPilot Manager Set Up and Operation Guide